

## **COVID-19 OUTBREAK - UPDATE**

Since the late 2019 onset of COVID-19 (Coronavirus) in Asia, NUVISAN's management has been closely following the spread of the virus and the development of the disease as well as the measures adopted by local governments aimed to contain the further spread of the virus, assessing their potential impact and anticipated precautionary measures.

An internal task force of NUVISAN is assessing the situation continuously. Based upon daily reports from the staff through middle management, and combined with local authorities' rules and recommendations, we strive to ensure the safety of our employees, patients, and investigators through strict containment measures. NUVISAN follows in parallel the objective to minimize the impact on operations and deliverables to its clients.

NUVISAN has a thorough contingency plan within its standard procedures and adapts those on a daily basis as to how business, supply chain, environmental conditions, and the regulatory space unfolds.

We have started to implement preventive measures several weeks ago and such measures currently include:

- Business trips and congress participations cancelled.
- Presence onsite justified only under mandatory conditions or in essential operations. Wherever possible, work in separate shifts or split teams.
- Face to face meetings replaced by phone or VCs. Personal office space to remain a contained environment.
- Maximum personal hygiene measures applied to all sites. Provision of protection devices for our employees (protective masks, hand sanitizers etc.). Office disinfections at shorter intervals throughout the day.
- Adherence to social distancing and self-quarantine guidelines and regulations.

The task force makes a common assessment every morning and converses whenever needed in the course of the day. Its main objective is to:

- Assess the global development of the situation.
- Adapt our corporate response through process adaptation.
- Allow our collaborators to deploy and propose developments to any individual project that requires attention.

NUVISAN is a family owned company that is driven by its social and business responsibilities. This is why all of our business units constantly review all projects on a case by case basis in order to reduce the impact to all stakeholders involved (customers, employees, suppliers, patients, investigators, and the community). Our operating teams keep our customers informed of any event affecting deliverables, content, or timelines of the ongoing projects.

## **FOCUSED ON CUSTOMER SERVICE IN CHALLENGING TIMES**

The engagement we took with our customers is what drives us. As such we are proactively acting and adjusting our resources so as to reduce any consequences this challenging situation may have on our services delivery.

All Business Continuity Plans, per business unit, are being applied and executed to the word. The plans may be adjusted as per the assessments made and decisions reached by the task force, while measuring the impact it may have on our customers' supply chain, and business continuity plan.

As for all of us, the way we function is highly interconnected with third parties – clients and suppliers. We know that in that current situation we have to maximize our efforts in the frequency and content of our communications – with all stakeholders.

## **TO KNOW MORE**

We know the situation is under high scrutiny for all. We are aware of the concerns the current situation will generate alongside your value chain and to be sure we will reply to any questions that come up. We will make every effort to deliver all answers to you as fast as possible.

**Note:**

This information will replace all former versions according to our Covid-19 announcements.

## **YOUR CONTACT FOR MORE INFORMATION**

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